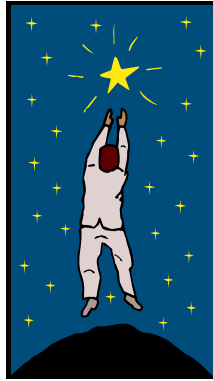


*Announcing the New Hampshire Certified Public Manager Program
2007-2008*



The Bureau of Education and Training (BET) is now accepting applications for both levels of the Certified Public Manager Program. All applications are due in the BET office no later than ***Friday, May 11, 2007***. Please submit early to allow sufficient time for your application to obtain all necessary approvals within your agency.

Once all applications have been received they will be reviewed by the CPM Advisory Board. Participants will be notified by e-mail in June if they have been accepted into the program. (Applicants must include an e-mail address in the space provided on the application, either a work or home address, where they can receive their notices.) The acceptance information will include a course schedule for the 2007-2008 academic year. Level II participants will begin their program with a 2-day Project Management class in July. Level I participants will begin with an Orientation in August.

Since the first NH Certified Public Manager Program graduation in January 1997, through this coming June when those currently participating in the program will be graduating, the NH Division of Personnel, Bureau of Education and Training, will have seen nearly 1,000 State, Municipal and County employees receive their Certificate of Public Supervision and/or Certificate of Public Management. These graduates have represented over 35 state agencies as well as many city and town offices, fire departments, police departments and county offices. We look forward to another successful year working together to provide training and enhance the skills of current or potential supervisors and managers.

For more information about the program and how to apply, please read on....



New Hampshire Public Management Program

Level I
Public Supervisor Program

Level II
Public Manager Program

Vision, Mission and Goals

Vision Visionary leaders demonstrating excellence in public service

Mission Advancing the profession of public management through training and experiences that emphasize:

- The State of New Hampshire and American Academy of Certified Public Managers code of ethics
- The value of respectful communication
- Critical thinking and effective problem solving
- Continuing professional development
- Networking in the public sector
- Adherence to the standards established by the National Certified Public Manager Consortium.

Goals Goals of the NHCPMP are:

To provide participants with the training and development needed to enhance management skills and increase knowledge of public administration.

To network, share problem solving techniques, disseminate information, and share resources.

To increase the number of qualified candidates for administrative positions.

To prepare managers to actively pursue ongoing professional growth and development for themselves and others.

The New Hampshire Division of Personnel, Bureau of Education and Training, is recognized by the National Certified Public Manager Consortium as a fully accredited member.

The New Hampshire Division of Personnel, Bureau of Education and Training, with representation from the Departments of Safety, Transportation, Resources and Economic Development, New Hampshire Employment Security, and Health and Human Services, has developed a Certified Public Management Program consisting of two levels.

Level I is designed for supervisors and potential supervisors.

Level II is designed for mid-level to upper-level managers.

About the New Hampshire Public Management Program...

The aim of the NHCPMP is to standardize and professionalize public management. The program includes training that measures and then develops participants' public management competencies.

By successfully completing the Level I Public Supervision Program, participants earn a *Certificate of Public Supervision*. The program is available to entry-level supervisors, individuals planning to enter supervision, and is mandatory for anyone who seeks to graduate from Level II. The Level I program takes one year to complete.

Successful completion of the Level II Public Management Program earns participants a *Certificate of Public Management*. The Level II program is available to mid- and upper-level managers who have completed Level I. It takes two years to complete.

Both designations are viewed as professional, rather than academic, credentials.

The program involves intensive study, practice, application, and testing.

Competency-Based Training

Competency-based training identifies the key skills needed to be an effective leader, measures the skills of participants, and creates learning and training opportunities to strengthen and develop skills identified as important to successful leadership.

Program Benefits

- ◆ Career oriented supervisors and managers receive the development needed to enhance management skills and increase knowledge of government practices.
- ◆ Government organizations increase productivity and quality of work when employees understand the state, county, or municipal system and apply effective managerial techniques.
- ◆ Organizations and individuals are exposed to new ideas and techniques.
- ◆ Graduates join a network of professional public managers in New Hampshire.
- ◆ Participants earn supervisory or managerial credit for job announcements requiring such experience within the New Hampshire state system as follows:
 - ◆ one year for successful completion of the Certified Public Supervision Program
 - ◆ two years for successful completion of the Certified Public Management Program
- ◆ Graduates may become members of the New Hampshire Association of Certified Public Managers.

Level I – Certified Public Supervisor Program

Orientation	½ day
Myers-Briggs Type Indicator	1 day
Introduction to Time Management	½ day
Understanding and Valuing Differences	2 days
Introduction to Business Writing	2 days
Introduction to Supervision	2 days
Managing Conflict	2 days
Interviewing Techniques	1 day
Supervising Employee Performance	3 days
Personnel Appeals (State Employees Only)	2 days
Effective Speaking and Presentations	2 days
Excellence in Supervision: The CPS Capstone	1 day
Comprehensive Exam	½ day
CPS Program Evaluation	½ day

Total Program Cost ***\$900***

Applicant Minimum Requirements

- ◆ Currently employed as a supervisor or key staff member. (A key staff member is defined as one who directly serves management by providing high-level technical or professional expertise to program managers.)
- ◆ Demonstrates leadership qualities
- ◆ Shows potential for advancement
- ◆ Has successfully completed initial probationary period

Level II – Certified Public Manager Program

Project Management	2 days
MBTI Application	1 day
Critical Thinking for Managers	1 day
Project Consultations	1 day
Collective Bargaining/Union Negotiations	4 days
Continuous Quality Improvement	2 days
Using Numbers to Persuade and Inform	½ day
Strategic Planning	2 days
State Budget and Purchasing (State Employees Only)	½ day
Ethics and Integrity in Managing Government Programs	1 day
Project Requirement	40 hours
Comprehensive Exam	½ day
Excellence in Management: The CPM Capstone	1 day

Year Two Total Cost ***\$900***

Level II – Certified Public Manager Program (continued)

Applicant Minimum Requirements

- ◆ Currently employed as a middle/upper level manager or key staff member. (A key staff member is defined as one who directly serves management by providing high-level technical or professional expertise to program managers.)
- ◆ Demonstrates leadership qualities
- ◆ Shows potential for advancement
- ◆ Has successfully completed the Level I, Certified Public Supervisor Program*

*Beginning in September of 2005, the first year of the Certified Public Manager program is the one-year Certified Public Supervisor (CPS) program. Former graduates of the CPS program who are interested in attending the Certified Public Managers Program in the new format may contact Monika for more information (Monika.Bissell@nh.gov).

How to apply

1. Complete sections I – IV of the formal application form.
2. Attach a letter to the application stating why you want to participate in the program.
3. Have your application endorsed by your immediate supervisor and commissioner* or designee. This ensures you will receive support on the job to act on program projects and apply learned skills.

*Municipal and County employees need supervisor's signature only.

4. Return the completed application to your **Human Resources Administrator**. Agencies without a Human Resources Office should return the application directly to:

NH Division of Personnel
Bureau of Education and Training
State House Annex
25 Capitol Street
Concord, NH 03301

5. **Deadline for returning applications is Friday, May 11, 2007.**

Immediate Supervisor Responsibilities

- ◆ Review requirements and application form with the employee applying for acceptance into the program.
- ◆ Read and sign agreement statement on the application form.

For more information regarding the Certified Public Managers Program you may call the Bureau of Education and Training at (603) 271-1434, 271-2793 or 271-1429.

***Application for New Hampshire Certified Public Manager Program
Levels I & II***

Division of Personnel
Bureau of Education and Training
State House Annex
25 Capital St.
Concord, NH 03301

Date: _____

Level I _____

Level II _____

Both _____

I. Personal information

Name: _____

Work Address: _____ Phone: _____

Fax # _____

Email: _____

Home Address: _____ Phone: _____

CPS Graduation Date (Level II Applicants only): _____

II. Current work information

Title: _____ Department: _____

Supervisor: _____ Division: _____

Responsibilities:

III. Work History:

Title: _____ Employer: _____

No. years in job: _____ Supervisor: _____

Responsibilities:

Title: _____ Employer: _____

No. years in job: _____ Supervisor: _____

Responsibilities:

IV. Signatures

Applicant: _____ Date: _____

Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the NHCPM Program."

Supervisor: _____ Date: _____

HR Administrator: _____ Date: _____

Commissioner/Agency
Director or designee: _____ Date: _____

Funding Approval: _____ Date: _____

~ Please do not process payment until applicant has been accepted into the program. ~

Note to the applicant: Remember to attach a letter stating why you want to participate. County and Municipal employees need supervisor's signature only.

***THIS APPLICATION MUST BE RECEIVED BY THE BUREAU OF
EDUCATION AND TRAINING NO LATER THAN MAY 11, 2007.***